CalDigit

T3

with Thunderbolt™ 2

User Manual

For more information visit www.caldigit.com

TM

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1. Introduction

The CalDigit T3 is a compact 3-bay storage solution for users who not only require outstanding performance, but also the ultimate protection for their important data. The T3 is a RAID 0, 1 & JBOD device. Priced similarly to dual bay RAID solutions, the extra drive in the T3 adds additional performance with a minimal footprint increase. The T3 is equipped with Thunderbolt 2 and is compatible with both HDDs and SSDs, making it the ideal solution for 4K workflows.

General Use Warnings

Please read the T3 manual thoroughly and familiarize yourself with the product before use.

Only use the T3 in an area with sufficient ventilation. Make sure that the fan is not obstructed to ensure proper air flow, which is essential for heat dissipation. Do not leave or use the T3 near a heat source or direct sunlight.

Avoid using the T3 in extremely hot or cold environments as it will increase the likelihood of premature drive failure. The safe operating temperature ranges from 40F - 95F (4.4C-35C).

Avoid using the T3 in humid environments. Moisture and condensation can accumulate in the drive and damage the electrical components, resulting in unit failure and catastrophic data loss.

Only use the power adapter that has been supplied with the T3. An excessive or inadequate power supply can result in unstable performance, data corruption, or drive failure.

Make sure to transport your T3 with care. Hard drives are sensitive to shock and rough handling, and can result in degrading performance or disk failure.

Safety Warnings

Keep the T3 away from liquids and moisture. Exposure to liquids on the T3 can result in damaging the unit, electric shock, and result in a fire hazard. If your T3 gets wet while it is still off, do not turn it on.

In the case of any issues with the device, do not attempt to repair or open the T3 yourself. Doing so can result in personal injury, damaging the device, and will void the warranty. If you have any issues, please contact CalDigit technical support.

All electrical devices are susceptible to failure. In order to protect yourself against sudden data loss, it is highly recommended that you create at least two backups of your data. If you will be sending a drive back to CalDigit for service, please make sure you have backed up your data beforehand. CalDigit cannot guarantee the integrity of data on drives that are returned to us. CalDigit cannot make provisions for data recovery or be held liable for any data loss.

The T3 unit comes with a standard, 5 year limited warranty.
The HDDs come with a 3 year limited warranty.

Burst transfer rates will vary from one computer to another. Depending on the host configuration, average speeds are usually lower.

Weight varies by configuration and manufacturing process.

IMPORTANT

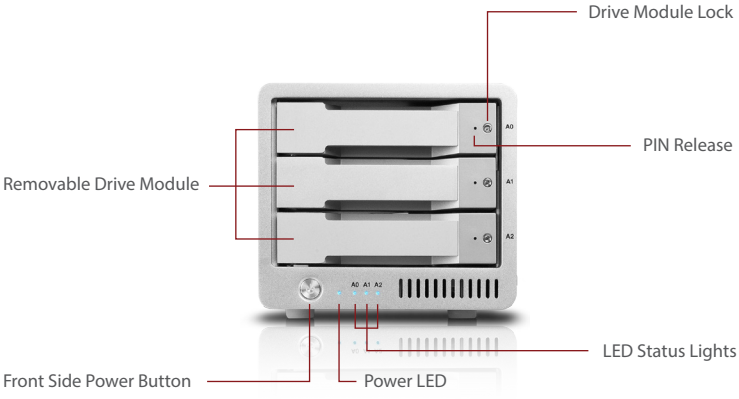
The use of this product is subject to acceptance of the software license agreements included. This product contains electronic documentation.

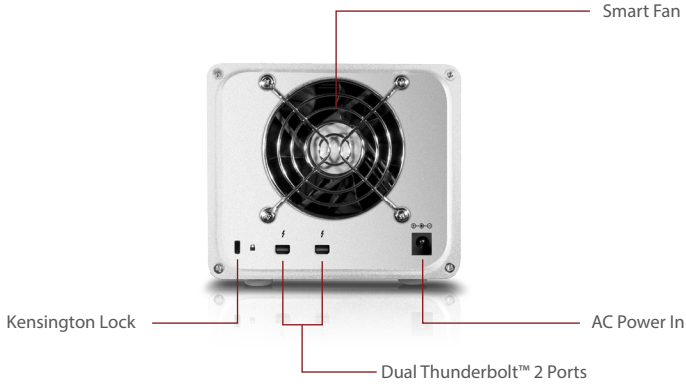
1TB (Terabyte) = 1000GB (Gigabyte) = 1,000,000,000 bytes. Total accessible capacity varies depending on operating environment (typically 5-10% less).

Package Contents

1. 1 x T3 RAID
2. 3 x CalDigit universal drive modules
3. 1 x Drive module pin release key
4. 1 x Drive module lock key
5. 1 x Power supply
6. 1 x AC cord

T3 Diagram

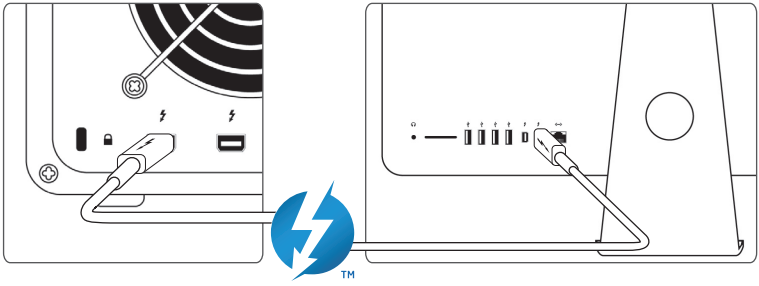

Drive Module Lock
PIN Release
Removable Drive Module
A0
A1
A2
LED Status Lights
Front Side Power Button
Power LED


Smart Fan
Kensington Lock
AC Power In
Dual Thunderbolt™ 2 Ports

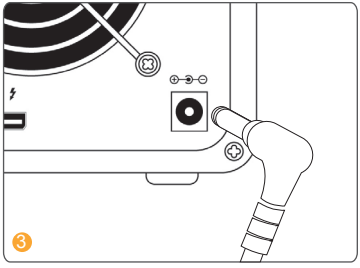
2. Using the T3

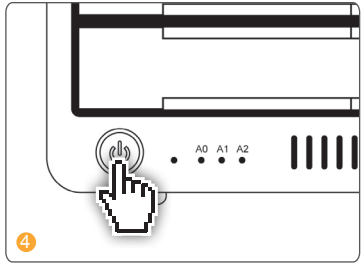
Connecting the T3

1. Turn on the computer, make sure you have logged into the OS.
2. Connect a Thunderbolt cable* from your computer to the T3.



3. Connect the power supply to the T3.
4. Press the T3's power button and it will boot. You will see it mount and it will be ready for use. PC users will need to format the T3 for Windows OS before the device mounts.





*Thunderbolt cable sold separately.

Create a RAID

NOTE

The T3 comes formatted as a software RAID 0 using Mac's HFS + file system. Windows users must recreate the RAID in the T3 using Window's disk management software using the NTFS format. Creating a RAID will delete any information on the hard drives so make sure to back up all your data before proceeding.

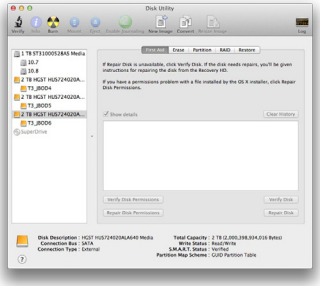
Striped RAID Set - RAID 0 - distributes data evenly across all drives in RAID 0. Use this mode for increased performance. RAID 0 provides no protection against drive failure. It is highly recommended to have a backup when using the T3 in RAID 0.

Mirrored RAID Set - RAID 1 - creates identical copies of data across all drives in the RAID 1 volume. RAID 1 is ideal for back up and archiving. This is the most secure form of RAID but does not offer any performance increase.

Concatenated Disk Set - SPAN (non-RAID) - drives work together but data is not distributed evenly. After the first drive in the SPAN set is filled, data then gets saved to the following drive. SPAN does not offer any performance gains but is useful when using drives of different capacities. It is highly recommended to have a backup when using SPAN because it does not offer any form of data protection.

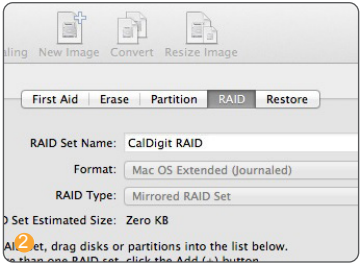
Mac OS X

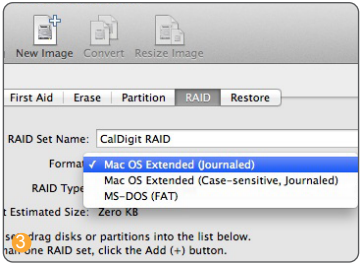
1. Open "Disk Utility" (Macintosh HD > Applications > Utilities) and select the RAID tab.



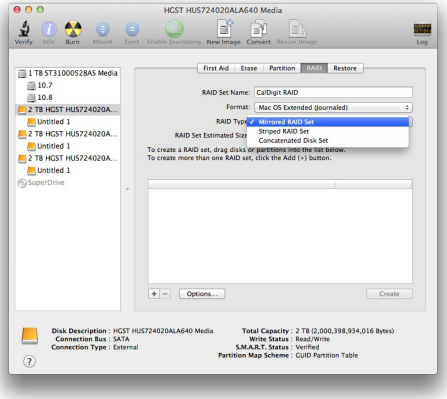
2. Enter the name you would like for your RAID volume.

3. Select the format you would like to use, Mac OS Extended (Journaled) is recommended.





4 Select the RAID type you would like to use.



Striped RAID Set - RAID 0 - distributes data evenly across all drives in RAID 0. Use this mode for increased performance. RAID 0 provides no protection against drive failure. It is highly recommended to have a backup when using the T3 in RAID 0.

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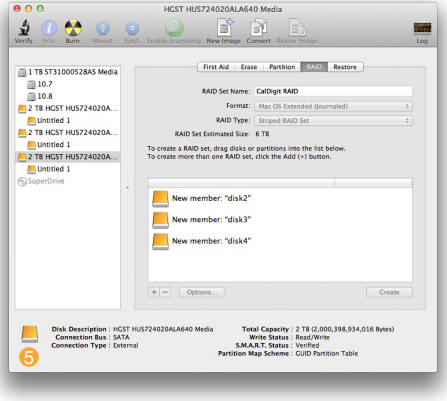
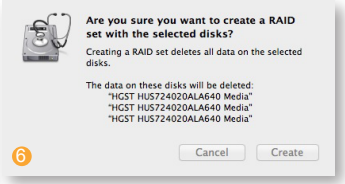
Concatenated Disk Set - SPAN (non-RAID) - drives work together but data is not distributed evenly. After the first drive in the SPAN set is filled, data then gets saved to the following drive. SPAN does not offer any performance gains but is useful when using drives of different capacities. It is highly recommended to have a backup when using SPAN because it does not offer any form of data protection.

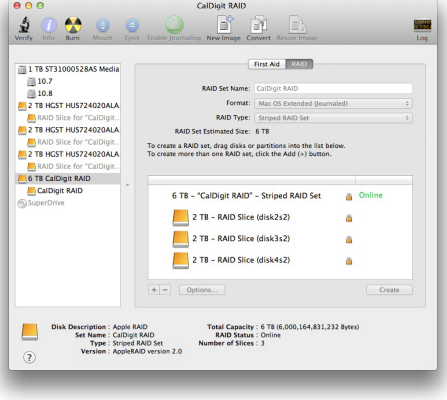
5 Locate the three CalDigit disks on the left panel. Drag and drop each one onto the list on the right.

6 Select the "create" button and Disk Utility will create the RAID.



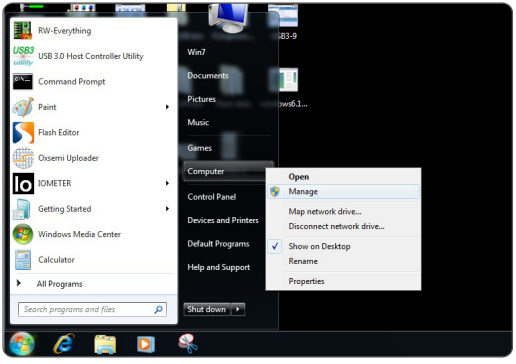

Are you sure you want to create a RAID set with the selected disks?
Creating a RAID set deletes all data on the selected disks.
The data on these disks will be deleted:
"HGST HUS724020ALA640 Media"
"HGST HUS724020ALA640 Media"
"HGST HUS724020ALA640 Media"
Cancel
Create
6

7 The volume will mount on your desktop and it will be ready for use.

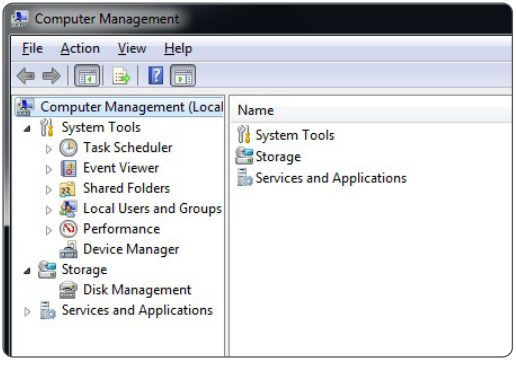


Windows 7 & 8

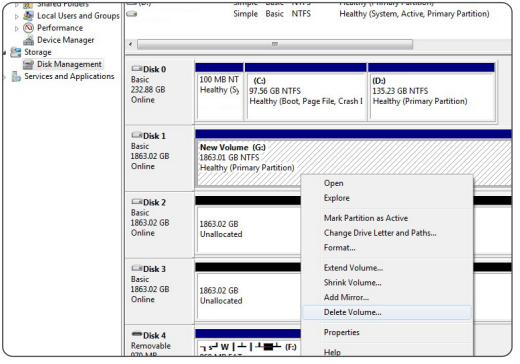
1. Click on the start button, right click on "Computer" to bring down the drop down menu and select manage.



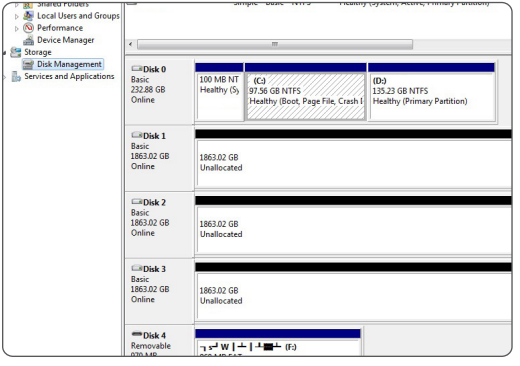
2. After the "computer management" window opens, select "disk management" on the left side.



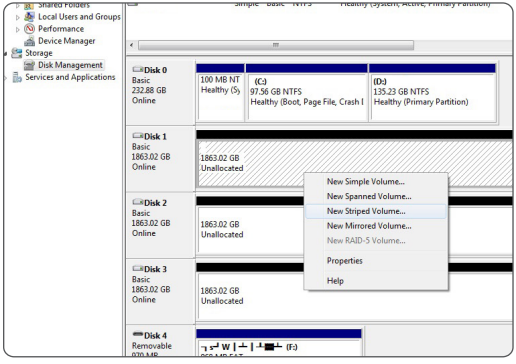
3. If the T3 drives have existing volumes on them, they must be deleted prior to setting up the RAID. All of the current volumes will be listed in the top portion of disk management. You can delete the volumes by right clicking on the corresponding T3 drives and selecting "Delete Volume..."



4. The drives should be showing on the bottom portion of the disk management window with their space as unallocated.



5 Right click on the first T3 disk that you want included in your RAID. You will be presented with several options on how to configure your drives.



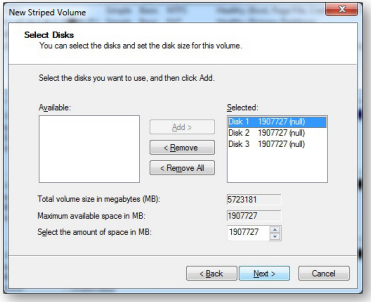
New Simple Volume - JBOD mode, non-RAID - creates a normal volume. Use this mode if you wish to use your T3 as a JBOD (just a bunch of disks) storage device, letting you create individual partitions on each of the drives. You can create a new simple volume on one of the drives and RAID the remaining two if you wish.

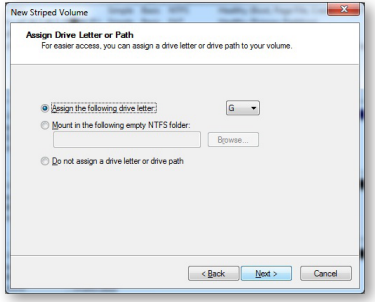
New Spanned Volume - SPAN (non-RAID) - drives work together but data is not distributed evenly. After the first drive in the SPAN set is filled, data then gets saved to the following drive. SPAN does not offer any performance gains but is useful when using drives of different capacities. It is highly recommended to have a backup when using SPAN because it does not offer any form of data protection.

New Striped Volume - RAID 0 - distributes data evenly across all drives in the RAID 0. Use this mode for increased performance. However, there is no protection against drive failure. It is highly recommended to have a backup when using the T3 in RAID 0.

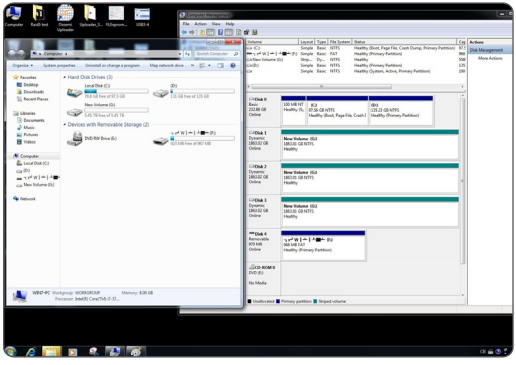
New Mirrored Volume - RAID 1 - creates identical copies of data across all drives in the RAID 1 volume. RAID 1 is ideal for back up and archiving. This is the most secure form of RAID but does not offer any performance increase.

6 Once you select which RAID you want to use, select the drives that you want and add them to the list on the right.




New Striped Volume
Assign Drive Letter or Path
For easier access, you can assign a drive letter or drive path to your volume.
Assign the following drive letter:
G
Mount in the following empty NTFS folder:
Browse...
Do not assign a drive letter or drive path
< Back
Next >
Cancel

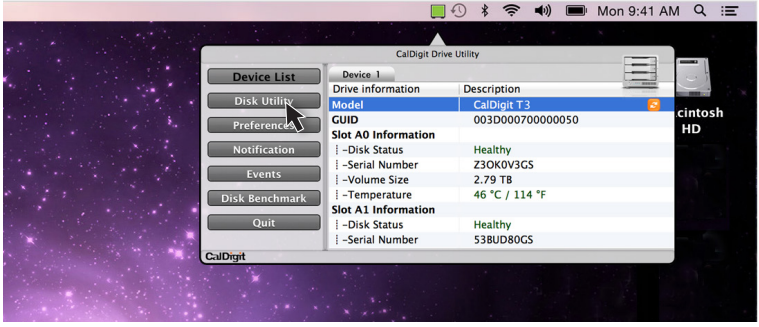
7 Assign a mount letter and name the new volume. Select the settings you would like to format the volume with and select next. The RAID will be created and your volume will mount and be ready for use.



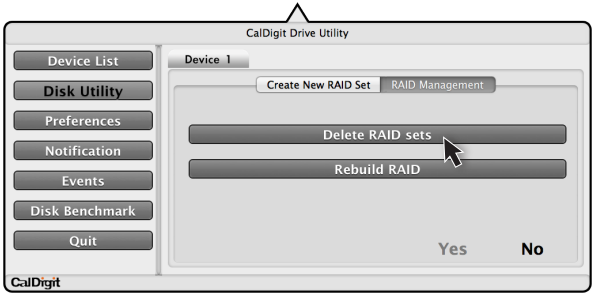
Create a RAID by CalDigit Drive Utility (Optional)

If the T3 is currently in a RAID set, users will need to delete the current RAID before creating a new RAID set. If your T3 is not configured into a RAID set you can skip to step 4.

1. Launch the CalDigit Drive Utility Software
2. Click on the "Disk Utility" button on the left hand side of the window.

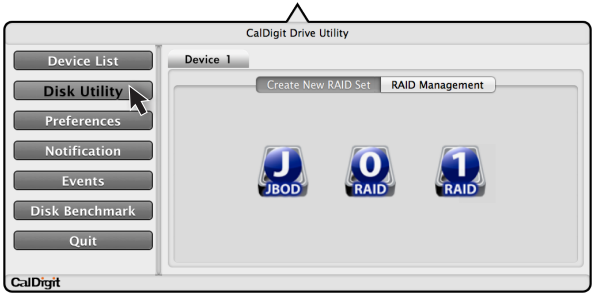


3. Click the "RAID Management" button and then click on "Delete RAID Sets". Then click on "Yes" to proceed and the current RAID set will be deleted.

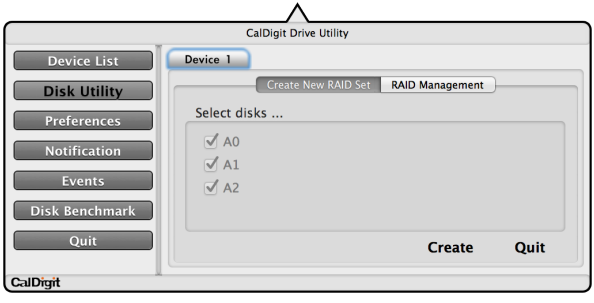


WARNING Deleting the RAID set will delete all data on the T3. Back-up your data before proceeding.

4 Go back into the "Disk Utility" tab and select "Create New RAID Set". Select the RAID mode you would like to create.



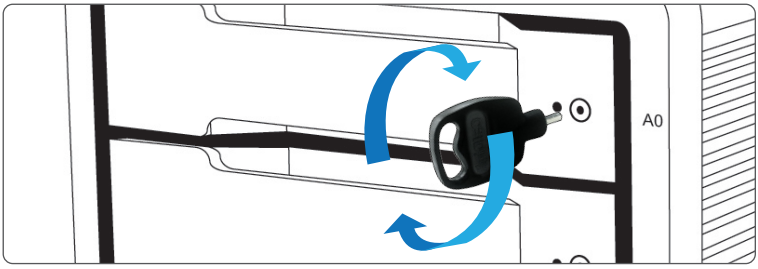
5 Check all of the drives that you would like to include in the RAID set and select "create". Drives are numbered from top to bottom (A0 top, A1 middle, A2 bottom).



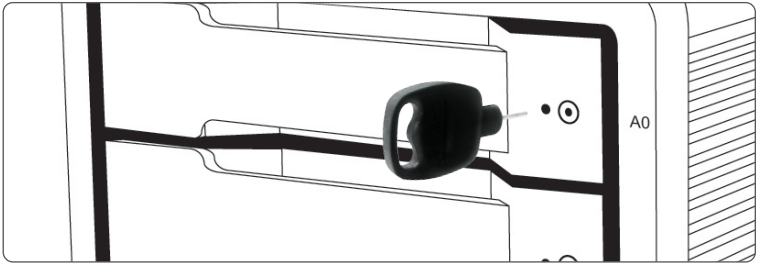
6 The RAID will be created and the T3 will mount on your computer.

Replacing the T3 Drive Module

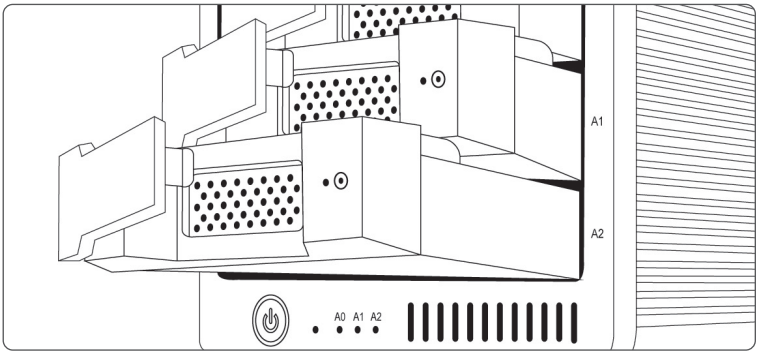
1. Insert the drive key into the lock on the front of the drive module and turn clockwise to unlock it.



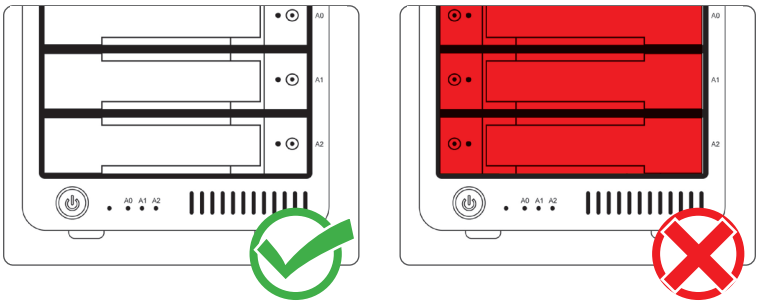
2. Insert the drive pin into the pin release until the handle of the drive module pops open.



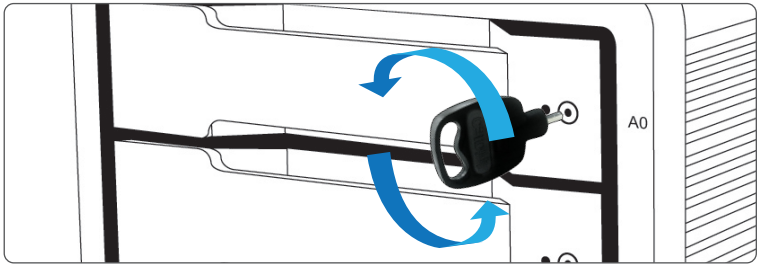
3. Pull the drive module from the T3 enclosure.



4. Insert the new drive in the same orientation as the drive you removed. The key holes should be on the same side as the drive labeling. Push the drive in all the way and then press in the drive module handle until it locks securely into place. Please do not use excessive force to insert the drive or you can damage it. The new drive will mount onto your OS.



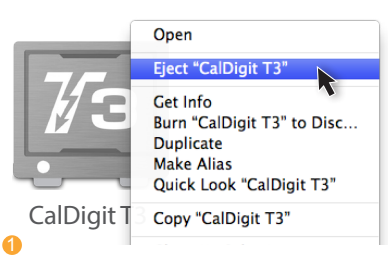
5 To lock the new module into place, insert the drive key into the lock and turn counterclockwise.

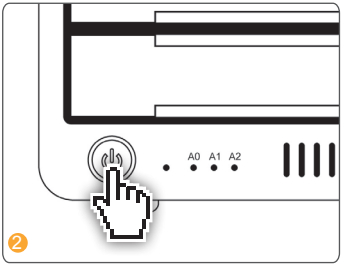


Turning off the T3

1 Right click on the T3 volume icon and click "Eject CalDigit T3". It is important that the T3 is ejected prior to shutting down to prevent directory/data corruption.

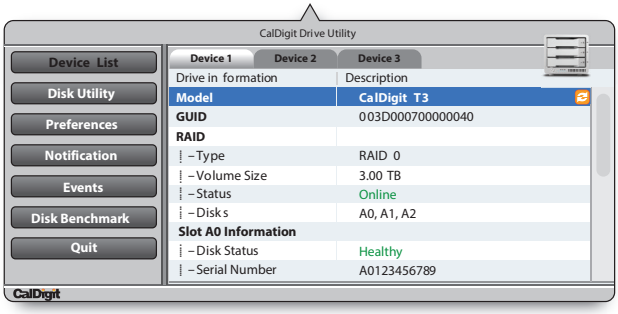
2 After the T3 dismounts, press and hold the power button until the power LED turns off.





3. CalDigit Drive Utility

The CalDigit Drive Utility is a powerful tool that allows users to configure, monitor, and diagnose their CalDigit Thunderbolt RAIDs.



Device List
The device list tab allows users to monitor all your CalDigit Thunderbolt RAIDs and relays information such as drive temperature, volume size, and drive health.

Disk Utility
The disk utility tab allows users to create a new RAID or delete an existing RAID set. Once a new RAID has been created, the user must then create a new partition in order to use the RAID.

Preferences
The preferences tab allows users to set their S.M.A.R.T. preferences.

Notifications
The notifications tabs allows users to set their notification types and preferences. Enter your network settings in the Email Notification tab to enable email alerts.

Events
The events tab will display the event log in chronological order.

Disk Benchmark
The disk benchmark tool is an integrated benchmark tool that allows users to test the speed of their storage devices.

4. Technical Support & Warranty Information

Technical Support

If you run into any issues while using your T3, please contact CalDigit Technical Support:

Phone: 1-(714) 572-6668
Email: support@caldigit.com
Website: www.caldigit.com/support.asp

When contacting CalDigit technical support, make sure to be by your computer and have the following information available:

① Your T3 serial number
② Operating system and version
③ Computer make and model
④ Other devices connected to your computer

CalDigit Warranty Information

For detailed CalDigit warranty information please see the CalDigit website: www.caldigit.com/rma/Limited-Warranty.pdf

*Specifications and package contents are subject to change without notice

*Thunderbolt and the Thunderbolt logo are trademarks of Intel Corporation in the U.S. and/or other countries.

CalDigit Limited Warranty Policy

CalDigit, Inc. ("CalDigit") warrants, to the original purchaser, that this equipment shall be free of defects in materials and workmanship for a period of one (1), three (3), or five (5) years, depending on the model, from CalDigit's date of original shipment when the equipment is used normally and is properly serviced when needed. If you discover a defect covered by the warranty set forth above, your sole and exclusive remedy will be for CalDigit, in its sole discretion to (i) repair or replace the product at no charge to you; or, if a repaired unit or replacement product is not available, (ii) to refund the current market value of your product. You acknowledge and agree that replacement product, at the sole option of CalDigit, may be a new product or a remanufactured product. In order to receive the remedy set forth above, you must return the product during the warranty period and include with each returned product (I) a copy of your original purchase invoice to verify your warranty; (II) a Return Material Authorization number; (III) your name, address and telephone number; (IV) a copy of the bill of sale bearing the appropriate CalDigit serial numbers as proof of date of original retail purchase; and (V) a description of the problem. The customer must pay all transportation costs for a returned product. This warranty does not apply if the product has been misused or has been damaged by accident, abuse, misuse, or misapplication; if it has been modified without permission of CalDigit; or if any CalDigit serial number has been removed or defaced.

Warranty Exclusions and Limitations

This Limited Warranty applies only to hardware products manufactured by or for CaDigit that can be identified by the "CalDigit" trademark, trade name, or logo affixed to them. The Limited Warranty does not apply to any non-CalDigit hardware products or any software, even if packaged or sold with CalDigit hardware. Manufacturers, suppliers, or publishers, other than CalDigit, may provide their own warranties to the end user purchaser, but CalDigit, in so far as permitted by law, provides their products "as is".

CalDigit does not warrant that the operation of the product will be uninterrupted or error-free. CalDigit is not responsible for damage arising from failure to follow instructions relating to the product's use. This warranty does not apply: (I) to consumable parts, unless damage has occurred due to a defect in materials or workmanship; (II) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports; (III) to damage caused by use with non-CalDigit products; (IV) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (V) to damage caused by operating the product outside the permitted or intended uses described by CalDigit; (VI) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of CalDigit or a CalDigit Authorized Service Provider; (VII) to a product or part that has been modified to alter functionality or capability

without the written permission of CalDigit; or (VIII) if any CalDigit serial number on the product has been removed or defaced.

No CalDigit dealer, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

Any loss, corruption or destruction of data while using a CalDigit drive is the sole responsibility of the user, and under no circumstances will CalDigit be held liable for the recovery or restoration of this data. To help prevent the loss of your data, CalDigit highly recommends that you keep TWO copies of your data; one copy on your external hard disk, for instance, and a second copy either on your internal hard disk, another external hard disk or some other form of removable storage media.

Some states do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights, which vary from state to state.

CALDIGIT IS NOT RESPONSIBLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY, OR UNDER ANY LEGAL THEORY, INCLUDING LOST PROFITS, DOWNTIME, GOODWILL, DAMAGE TO OR REPLACEMENT OF EQUIPMENT AND PROPERTY, AND ANY COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH CALDIGIT PRODUCTS EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Your opening of your package, your use of the product acknowledges that you have read and agree to the terms of this Agreement. You further agree that it is the complete and exclusive state of the agreement between us and supersedes any proposal or prior agreement, oral or written, and any other communications between us relating to the subject matter of this Agreement.

Read carefully all information related to warranty and precautions of use of your new CalDigit product in the user's manual.

For products purchased in the United States, you may contact CalDigit US Headquarters.
Address: CALDIGIT INC.
1941 E MIRALOMA AVE STE B
PLACENTIA, CA 92870-6770
United States
Email: sales@caldigit.com
Website: www.caldigit.com
Customer service: 714-572-9889 x1

For products purchased in the European, you may contact CalDigit UK office.
Address: Unit 3, Glenmore Business Centre Witney, Oxfordshire OX29 0AA
Email: eusales@caldigit.com
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Customer service: +44 (0) 845 835 0372

For products purchased in the Asia you may contact CalDigit Taiwan office.
Address: 3F., No.880, Zhongzheng Rd., Zhonghe Dist., New Taipei City 235, Taiwan
Email: asia@caldigit.com
Website: www.caldigit.com/tw
Customer service: +886 (2) 2226 0966

DOA Policy

On rare occasions, a newly purchased CalDigit product may be delivered in non-working order. We are working to avoid these issues, but unfortunately, these situations may arise from time to time. Within the 15 calendar days of purchase, should you experience an issue with your new CalDigit product, we ask you to return the product to the place where it was originally bought. If the product was purchased direct from CalDigit, please contact our RMA department. You will be required to give a proof of purchase.

Return Warning

Please be sure to back up your data before returning your drive to CalDigit for repair. CalDigit cannot under any circumstances guarantee the integrity of data remaining on a returned drive. We make no provisions for data recovery and cannot be held liable for any data loss on drives or media returned to CalDigit.

All products returned to CalDigit must be securely packaged in their original box and shipped with postage prepaid along with a RMA number.

THUNDERBOLT™

CalDigit T3

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